



**Strategic Technology Services Manager  
Information Services Division  
Exempt Management Service, Band 3  
Olympia, Washington**

**\*Compensation will start between : \$75,000 – 80,000 (DOQ)**

**Closing Date: Open until filled**

*Note: The hiring authority reserves the right and may exercise the option to make a hiring decision at any time. Candidate evaluation will begin on September 1, 2006 and will be ongoing. **It will be to the applicant's advantage to submit materials as soon as possible.***

**Our Mission:**

Great people, great service, working together for a safer Washington.

**Our Vision:**

Department of Licensing: One vision, one voice - excellence every time.

Nearly every Washington State resident interacts with DOL in some way through driver licensing, vehicle or vessel tabs, or for professional business licenses. The Department of Licensing employs more than 1,200 people in over 60 locations statewide. To learn more about our agency, please visit our website at [www.dol.wa.gov](http://www.dol.wa.gov).

**Our Core Competencies:**

In support of our mission and vision, our employees strive to demonstrate all of the competencies listed below:

**Communication Effectiveness:** Use effective listening skills and apply effective written and oral communication techniques to convey clear, timely, persuasive messages that positively influence the thoughts and actions of others.

**Customer Centered:** Search out and identify internal and external customers' service delivery requirements to improve efficiency, effectiveness, and satisfaction.

**Ethics and Integrity:** Earn the trust, respect and confidence of coworker and customers through fairness, truthfulness, honesty, sensitivity, reliability and professionalism in all interactions.

**Performance Leadership:** Create and nurture a results oriented culture that focuses on measurable outcomes by fostering teamwork and innovation to accomplish the organization's mission and goals.

**Personal accountability/Initiative:** Accept responsibility for the quality and timeliness of her/his work to meet or exceed predetermined goals and objectives with little need for oversight.

In addition to these, our supervisors and managers strive to demonstrate the following:

**Strategic Thinking/Planning and Vision:** Consistent with the direction of the Agency, develop, communicate, and implement a plan to achieve a preferred future and influence others to follow.

**Human Resource Management:** Proactively apply sound human resource management practices within area of responsibility and consistent with the Agency's human resource management logic model.

## Position Objectives & Responsibilities

This position reports to the Deputy Chief Information Officer and manages the staff and operations of the Strategic Technology Services (STS) Unit that supports agency mission critical customer services. This position is responsible for the development, maintenance, security, and quality operations of the following applications: Failure to Appear (FTA) Letter Creation, HRI - SR22 and SR26 Imaging Workflow Imaging Systems, SSN Letter - Image Creation, Sworn Report Imaging Workflow System. The STS Manager sets standards, and establish quality controls for the Unit, to ensure that the agency is meeting customer expectations in our ability to interface and transmit data to our external state and federal government and private business partners. This position works collaboratively with the CIO and IS Management Team in leading organization change efforts, division release management and system maintenance oversight, and provides oversight and guidance for software development process improvement activities. The STS Manager also functions as the division communication liaison to agency executive management, state agency partners, and other key external stakeholders. This position will participate in division and agency strategic planning efforts, legislative budget policy package development, and legislative budget request development.

## Desired Experience

- Five years of progressive responsibility in IS Management with experience in multiple IT disciplines: software development, configuration management principles, security principles, local and wide area network, data storage, application architecture principles and governance, and data management.
- Five years experience in IT software / hardware purchasing including vendor relationships, negotiation, and purchasing direction.
- Five years experience managing a large IT staff with up to four direct reports
- Budget allocation and tracking of a large IT infrastructure and hardware / software budget over \$2 million

## \*Compensation

This position is exempt and serves at the pleasure of the Director of the Department of Licensing. Annual compensation for this EMS Band 3 position starts between \$75,000 and \$80,000 and may be negotiable depending upon qualifications. We offer a solid benefits package that includes a state retirement plan, deferred compensation, 11 paid holidays, paid vacation and sick leave, and a full array of health, dental, life, and long-term disability insurance coverage.

## Application Procedure

E-mail is the preferred method of application and will be used as the primary method of communication throughout this process.

E-mail application materials to [HRrecruit@dol.wa.gov](mailto:HRrecruit@dol.wa.gov) with a subject line of *06-146E STS Manager*. All requested materials must be submitted.

- A letter of interest (no more than two pages) describing your skills and experience as they relate to the Desired Competencies outlined in this announcement;
- A resume;
- A list of three professional references, including one supervisor, one peer, and one customer, with current telephone numbers and addresses.

Note: The act of submitting application materials is considered affirmation that the information provided is complete and truthful. Prior to any new appointment into DOL, a background check will be conducted.

The certified candidate pool for this position may be used to fill other similar positions for up to 6 months after the certification date.

If e-mail is not possible, please mail materials to:

Human Resources Office  
**Attn: 06-146E STS Manager**  
Department of Licensing  
PO Box 6007

Olympia, Washington 98507-6007

Persons with disabilities who need assistance in the application process or those needing this announcement in an alternate format may call (360) 664-1510 or TTY (360) 664-9492. The Washington State Department of Licensing is an equal opportunity employer and encourages all qualified persons including disabled and Vietnam era veterans, women, racial and ethnic minorities, people with disabilities and persons over 40 years of age to apply.